

**DATE:** October 10, 2001

**TO:** EMS Administrators  
Paramedic Training Program Directors

**FROM:** Nancy Steiner, Paramedic Program Manager  
Emergency Medical Services Authority

**SUBJECT:** Change in Service

This is to advise you of a change in service provided by the Paramedic Program Unit of the EMS Authority. Beginning November 1, 2001, the staff of the Paramedic Program Unit will no longer fax confirmation of paramedic licensure to local EMS agencies. This decision has been made because of the annually increasing workload and lack of commensurate increase in staffing. In addition, most local EMS agencies and some EMS provider agencies now have the ability to access paramedic licensure data through the EMSA website with an assigned password. For those few local EMS agencies that are currently unable to access the paramedic licensure data, confirmation of paramedic licensure can still be obtained by a phone call to EMSA's Paramedic Program staff.

If you are a local EMS agency that has been unable to access the paramedic licensure data and you have not advised me or Ed Armitage, Manager of EMSA's Information Services Unit, please let us know right away. To date, the only local EMS agency that we are aware of that has such a problem is Fresno, Kings, Madera EMS Agency.

When the EMS Authority began licensing paramedics in 1994, the Paramedic Program staff included a manager and three full-time staff. Since then, the staff has been reduced to a manager, two-full time and one half-time staff with supplemental help from a part-time student assistant. Over the years, the Program has experienced an average of 500 additional licensees per year and had to implement a number of new program mandates without additional funding (i.e., verification of citizenship or legal residency; FBI background checks for out-of-state applicants; DOJ background checks for paramedics grandfathered into the state's licensing system, etc.). Without additional funding for overtime or new positions, the Program staff has found it increasingly difficult to maintain the same level of service that has always been provided, and our priority remains the timely processing of paramedic licensure applications.

I apologize for any inconvenience this change in service may cause you. My staff and I strive to provide the best customer service that we can and are not pleased when we have to take away an existing service. However, the time that staff saves in faxing confirmations will be used to ensure the timely processing of paramedic licensure

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applications. The Program staff remain flexible to help out with any unusual, compelling situation that would require faxing confirmation of licensure data.

Thank you for your understanding of this situation. Please call me at (916) 322-4336 or e-mail me at [nsteiner@emsa.ca.gov](mailto:nsteiner@emsa.ca.gov) if you have any questions or want to discuss this matter further.

cc: Ed Armitage, Manager, Information Services Unit

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